

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. I got my cell phone to be able to get important calls away from my home and to call for help in emergencies. (as that I am disabled) Imagine my TOTAL disbelief when a Telemarketter calls me, on my PRE PAY PHONE and will NOT hang up even when I have disconnected minutes ago! And when I check the meter, as it were, there is what should have been a one minute (or less) conversation and I have been charged for a three ($3 \times .25 = .75$) minute call! So when I see "800" I block or hang up, only to find a message on my voice mail saying they'll be trying back at whatever time, etc.. and I STILL have to pay for it!. To save my minutes, I am forced to forward my calls to my home phone which eliminates my cost for their calls, but if I forget or am rushed out due to emergency and forget to cancel the forwarding, my cell phone is now only good for outgoing calls. It makes me almost AFRAID to answer my cell phone! And that's not right OR fair.

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,
Michael Kanet